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# PREVENTION AND EDUCATION

STREET  
**HIV**  
OUTREACH

GOVERNMENT DOCUMENTS  
COLLECTION

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## FORM MANUAL

Massachusetts Department  
of Public Health

HIV/AIDS Bureau

Bureau of Substance  
Abuse Services

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To every Street Outreach Worker who is “out there” daily in an effort to prevent further HIV infection, we thank you.

For every Street Outreach Coordinator and Educator responsible for completing Outreach Forms, thank you.

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# I. STATEMENT OF PURPOSE

Since 1985, the Massachusetts Department of Public Health has funded numerous contracts with agencies and maintained a limited staff to address the HIV/AIDS needs of the Commonwealth. The HIV/AIDS Bureau has grown over the past ten years, adding several units to respond to the ever-increasing and changing needs of the community. It is currently collaborating with the Bureau of Substance Abuse Services on this data collection initiative. Substance Abuse also contracts with community-based organizations for services which include HIV/AIDS prevention activities and street outreach.

The purpose of the HIV/AIDS Prevention and Education Unit (P&E) is to prevent HIV infection. Originally, the staff provided direct HIV/AIDS education and training to community groups and health services agencies. Today, a network of community-based organizations provide culturally and linguistically appropriate prevention and education services within their communities. Thus, the unit oversees programs and contracts for training, education, and outreach.

In 1993, the CDC brought to the attention of the AIDS Bureau the importance of assessing and documenting its street and community outreach. Many agencies had designed survey forms as a tool for gathering data on their own programs. The HIV/AIDS Bureau collaborated with outreach educators across the state to develop and pilot a data collection form which allows for consistency in data collection statewide.

The purpose of the newly developed, scannable Street Outreach Form is to:

- Provide the HIV/AIDS Bureau P&E Unit, the Bureau of Substance Abuse Services, and agencies with quantifiable documentation;
- Document which services are being provided;
- Determine where increases in services/outreach are needed;
- Assess the level of activity statewide;
- Integrate reporting procedures of the HIV/AIDS and Substance Abuse Services Bureaus;
- Document the need for outreach programs to our funding sources, including the C.D.C. and the State Legislature;
- Demonstrate that outreach efforts are a critical element of HIV/AIDS services;
- Fulfill federal reporting requirements;
- Ensure that programs are successfully reaching targeted populations; and
- Facilitate efficient program planning and evaluation efforts.

We shall generate reports for agencies from the information on the forms. We hope this information will allow agencies to alter staffing patterns, refocus energies, reallocate funds, and substantiate funding requests.



## **II. PRELIMINARY PROCEDURES**

### **a. Distribution of Forms**

The AIDS Bureau will mail a 12-month supply of scannable forms directly to the Outreach Coordinator (or other assigned staff person). The coordinator will be responsible for the collection, quality assurance, and return of the forms. Any problems/concerns experienced by the coordinator are to be directed to the P&E database contact person (herein referred to as the Street Outreach Data Collection Coordinator).

### **b. P&E/Agency Communication**

For successful, reliable and timely data collection, three levels of communication are necessary.

1. The Street Outreach Data Collection Coordinator will maintain regular communication with the contract managers to assure updated information such as changes in agency staff, addresses and phone numbers on a quarterly basis.
2. Contract managers will continue to communicate with agency personnel, however, all questions concerning the Street Outreach Form must be referred to the Street Outreach Data Collection Coordinator.
3. Agency Outreach Coordinators (or assigned staff) should direct all questions to the Street Outreach Data Collection Coordinator.

### **c. Agency Role/Responsibilities**

Each agency funded to provide street or community outreach services will assign an Outreach Coordinator or other staff person to assume the role of liaison/agency contact to the AIDS Bureau. This person will be responsible for the collection, quality assurance, and return of the Street Outreach Data Forms on a monthly basis.

The agency Outreach Coordinator will communicate with the Street Outreach Data Collection Coordinator as needed.

The agency Outreach Coordinator must return Street Outreach Data Forms by the tenth of the following month, e.g. January's forms are due February tenth.

The agency Outreach Coordinator must instruct outreach teams on how to complete the forms correctly, as outlined in Section III.

New outreach staff will be instructed on how to complete Data Collection Forms.



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### III. COMPLETING THE FORM

For accuracy and quality assurance, take your time when completing the Street Outreach Form. If you have not attended a training on the form, please contact the Street Outreach Data Collection Coordinator at (617) 727-0368.

In order for agencies and the two MDPH bureaus to get the best results from the data, it is very important to follow the guidelines below:

- Accuracy—check to ensure that the information requested matches the information provided
- Number Two pencils are required for scannable forms—the machine will reject markers, crayons, pens, chalk, etc.
- Answer every question
- Provide complete information (e.g. it is not enough to write in the five-digit ZIP code—the scanner will not ‘read’ a ZIP code unless the corresponding bubbles are filled in below)
- Form condition—scanners **will not accept** stray marks, staples, holes, tears, or folded forms
- Form must not be folded. Please return in large envelope. Use this procedure even if you have only one form



## **IV. MANAGEMENT OF HARD COPY**

### **a. Filing System**

The Street Outreach Data Collection Coordinator will file all Street Outreach Data Forms alphabetically by agency, with the most recent month in the front of each file. Each agency will occupy one file folder. Data forms will remain on file for one year.

Data forms will be filed immediately after scanning.

If a form is incomplete and rejected by the scanner, the Street Outreach Data Collection Coordinator will call the agency Outreach Coordinator to request the missing information. If the agency person is unable to provide missing data at the time of the call, the Street Outreach Data Collection Coordinator will place the incomplete data form in folder labeled "Incomplete" until such time as information is provided. When the complete data is in and the form is scanned, the form will be filed accordingly. The Street Outreach Data Collection Coordinator will notify the contract manager of problems gathering data from an agency.

Duplicates of any reports generated for a specific agency will be filed at the back of the agency's folder. The original will be mailed to the Outreach Coordinator at the agency.

All universal reports will be filed in a folder labeled "Reports", with the most recent in the front of the file. Quarterly and yearly reports will remain on file indefinitely.

AIDS Bureau staff who wish to gain access to the file(s) must speak with the Street Outreach Data Collection Coordinator prior to removing any file(s).

### **b. Matrix Log**

The Street Outreach Data Collection Coordinator will create and maintain a matrix which lists agencies in rows, and months in columns. After forms have been scanned and filed, a check mark will be placed accordingly. The Street Outreach Data Collection Coordinator will be responsible for follow-up with agencies whose forms were not received by the tenth of the month. Contract Managers will meet quarterly with the Street Outreach Data Collection Coordinator to ensure accuracy of database.



## V. REPORTS

Generating quantifiable documentation through easy-to-understand reports is one of the major benefits of the Street Outreach Data Collection Tools. Agencies will receive an annual report which includes the following statistics specific to their agency:

- number of Outreach hours
- average number of Outreach team size
- total number of contacts
- total number of encounters
- total number of drop-offs
- number of contacts not in English
- breakdown of clients by gender
- breakdown of clients by ethnicity
- breakdown of clients by age
- number of referrals made by category, e.g. substance abuse
- target Outreach Group breakdown
- materials distributed
- hours spent in various locations

Upon request, agencies may receive the above report on a quarterly basis. In addition, regional and statewide data will be compiled and reports made available to interested individual agencies. All special requests are to be made to the Street Outreach Data Collection Coordinator.





